



RIVERSIDE COUNTY
WORKFORCE DEVELOPMENT BOARD

MONITORING PUBLIC COMPUTER USE AT
WORKFORCE DEVELOPMENT CENTERS
POLICY

Date: August 29, 2016

Number: 21-01

PURPOSE: To establish policy and procedures for computer use by the public within Riverside County Workforce Development Centers' Career Resource Area facilities.

EFFECTIVE DATE: Upon Release

REFERENCES: Riverside County Board of Supervisors Policy A-50

LOCALLY IMPOSED REQUIREMENTS: Locally imposed requirements are indicated in ***bold, italic*** type.

BACKGROUND:

Each Workforce Development Center (WDC) provides comprehensive services to the public in the Career Resource Areas (CRA), which includes use of computers to allow individuals to access One-Stop partner services, draft resumes, cover letters, and other materials that will assist in job search. Limited Internet access is provided through these computers. Riverside County policy requires any Internet access and computer use shall be in accordance with the policy that prohibits inappropriate use of these resources. There is great demand for the use of these resources and materials, and it is crucial to ensure such resources are used appropriately.

POLICY:

The Workforce Development Board (WDB) and the Riverside County Economic Development Agency (EDA) expressly adopts and applies the Board of Supervisors Policy A-50 and will act to ensure public use of these computers and materials are appropriate and in accordance with this policy. Workforce Development Center staff members will monitor computer use, either physically or electronically.

PROCEDURES:

Monitoring Software

PROXY software will be used to monitor public computer use in the Career Resource Areas. This program will allow undetected monitoring to ensure appropriate use. The public shall be advised there is no expectation of privacy in the use of these computers, and access to various sites on the Internet is strictly limited. Unauthorized use may be subject to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or adverse action. Use of the Workforce Development Centers' computer system, authorized or unauthorized, constitutes consent to monitoring for these purposes.

Agreement/Guidelines for Computer Use

Visitors to the Career Resource Areas shall be given guidelines at Log-in which include language to be read and agreed to prior to use of the computers by the general public:

- Computers are provided for job search and career exploration activities ONLY. Personal use of the computers for entertainment and financial gain is NOT allowed.
- Customers must sign in and see a WDC Staff member to use a computer. Computer time limits can be imposed at any time. If customers are waiting for computer access, current users will be asked to limit their computer use. Unattended computers will be re-assigned.
- Computer use is not private; therefore, computer users should not expect it to be so.
- Workforce Development Center staff has the ability to access, monitor, review and/or copy any information from the computers, as appropriate, to ensure proper use of the Career Resource Area resources. This ability exists despite the use of any security measures (such as passwords) or deletion of information. Information can be saved even though it appears to have been deleted.
- CRA visitors shall be advised computer use is subject to monitoring by Workforce Development Center staff at all times, although this monitoring may not be visible to the computer user.
- Individuals using computer equipment after being advised of these guidelines is deemed to consent to such action by the Workforce Development Center staff.

Visitors to the Career Resource Area provide acknowledgment and agreement to the terms and conditions stated above by clicking on "Public User" prior to beginning any computer use.

Please refer any questions or concerns regarding this Policy and Procedures to the Career Resource Areas' Site Managers.

Refer to Knowledge Management on the [WDC/Partner Intranet](#) site for procedures related to this policy.

REVISION HISTORY:

Revision Dates: 08/29/2016

Original Policy Date: 08/12/2003



Loren Sims, Administration Manager